

USER INTERFACE FOR MULTI-CHANNEL COMMUNICATION

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5 ABSTRACT OF THE DISCLOSURE

10 The present invention provides a user interface and method for communicating using multiple communication channels of different media types. The method include obtaining an event communicated via an incoming communication channel, where the event corresponds to a work item available to an agent. A notification of the work item is provided via the user interface. The method includes receiving an activation of a work item object of the user interface, where the work item object is associated with the work item. The method includes issuing a command associated with the activation of the work item object to an outgoing communication channel. The user interface enables the agent to work using different communication channels while presenting a consistent interface independent of the media type of the communication channel.

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